



## MiScorecard Performance Summary

**Business Unit:** Michigan Gaming Control Board  
**Executive/Director Name:** Richard Kalm  
**Reporting Period:** Jan 2018

Green >=90% of target  
 Yellow >= 75% - 90% of target  
 Red <75% of target  
 Date Approved: 2/14/2018

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
C-7-AD	Complete Requests for Information (RFI) from other gaming jurisdictions within established timeframes	Green	==	95.00%	100.00% Jan 1 - Jan 31, 2018	100.00%	Monthly	MGCB receives requests for licensee suitability from other gaming jurisdictions and law enforcement agencies with the understanding that MGCB will issue a response. The response is provided in the spirit of cooperation between law enforcement agencies and with the understanding that no information shall be disclosed to any other agency, entity or individual; or utilized in any court of law, administrative hearing, or other forum without prior written consent of MGCB. MGCB will issue a written response within 7 business days.
<b>Financial</b>								
F-3-AD	Verification of the amount of wagering tax paid by the three Detroit Casinos.	Green	==	100.00%	100.00% Jan 1 - Jan 31, 2018	100.00%	Monthly	The Detroit Casinos pay the State a 8.1% wagering tax on a daily basis. MGCB will verify the amount of wagering tax paid by the Detroit Casinos equals the amount due.
<b>Internal Business Process</b>								
P-10-LI	Criminal Investigations completed within established timeframes	Green		75.00%	82.35% Jan 1 - Jan 31, 2018	100.00%	Monthly	Criminal investigations will be completed within 60 days of the assignment.
P-12-AD	Document processing completed within established timeframes.	Green		98.00%	99.40% Jan 1 - Jan 31, 2018	99.87%	Monthly	Implement and maintain a system for electronic and manual records management. The entire records management process will be completed within 3 business days of receipt of the documents.
P-33-CAE	Issue a 15-day letter to applicants within the established timeframe	Green		85.00%	93.14% Jan 1 - Jan 31, 2018	85.11%	Monthly	For each applicant that requires a 15-day letter, it must be written and forwarded for mailing within seven business days of the regulation officer's assignment date.
P-35-CAE	Issue pre-approval notifications to the casino within the established timeframe	Green		85.00%	100.00% Jan 1 - Jan 31, 2018	0.00%	Monthly	Regulation officers are required to send a pre-approval email to the casino requesting a Surveillance Alteration Plan within 48 hours of receiving the assignment so the casinos can move forward with the alterations in a timely manner. Pre-approval emails will be issued to a casino within 48 hours of receiving the assignment.
P-36-LAGR	Software and Hardware Submission Evaluations that include ITL testing results will be completed within the established timeframe	Green		100.00%	97.47% Jan 1 - Jan 31, 2018	0.00%	Monthly	Software and hardware for electronic gaming devices must be evaluated prior to being placed onto the gaming floor in the Detroit casinos. Manufactures will submit products to an Independent Test Lab (ITL) for testing and send the ITL's test results along with their submission to MGCB. Manufacturer's software and hardware submissions will be evaluated and processed by the MGCB gaming lab within 7 calendar days from the date the submission is received.
<b>Good Government</b>								
GG2	The percentage of champions identified in employee survey.	Green		75.00%	70.00% Feb 28 2017 - present	69.00%	CY Annually	The % of champions identified in the statewide survey of state employees measuring employee engagement.